

# TERMS OF REFERENCE

## Northland Health Consumer Council

### April 2017

*“nothing about us, without us”*

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#### **Purpose**

The Northland Health Consumer Council (NHCC) works collaboratively with the Northland District Health Board (DHB) to develop effective partnerships and communication pathways between consumers and the DHB.

Through true partnership, NHCC provides a strong and viable voice for the community and consumers so that they can engage in health service planning and delivery. The Council seeks to enhance consumer experience and service integration across the sector, promote equity and ensure that services are organised around the needs of people.

Through effective processes and communications, the Council receives, considers and disseminates information from and to Northland DHB, consumer groups and communities.

The Council also has a quality improvement role and will advise and encourage best practice and innovation.

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#### **Functions**

The functions of the Council are to:

- Ensure and enable appropriate consumer participation across the Northland urban and rural districts and national health sectors.
- Identify and advise on issues requiring consumer and community participation, including input into the development of health service priorities and strategic direction, the elimination of inequities, and the enhancement of safety and quality of services to patients and whanau.
- Review and advise on reports, developments and initiatives relating to health service delivery and the availability and/or dissemination of health related information.
- Ensure regular communication and networking with the community and relevant consumer groups.
- Link with special interest groups, as required for specific issues and problem solving.

The NHCC will not:

- Provide clinical evaluation of health services or individual patient care plans.
  - Discuss or review issues that are (or should be) processed as formal complaints, for which full and robust processes already exist.
  - Normally be involved in the Northland DHB contracting processes.
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#### **Level of Influence**

The Council has the authority to give advice and make recommendations to Northland DHB executive management.

The level of influence of the Council is considered to be equivalent to the Clinical Governance Board. The two groups are complementary in their roles.

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## Membership

The Council will comprise ten to fifteen consumer representatives. Members will have diverse backgrounds, contacts, knowledge and skills, and must be passionate about consumers being able to access the best possible services and care from the Northland health sector. In selecting members we will cover a range of interest areas e.g. Maori health, women's health, child health, long term conditions, mental health, disability. Although appointed to reflect the consumer voice in a particular area of interest, an individual member will not be regarded as a representative of any specific organisation or community.

Membership composition will take the following principles into account:

- reflect the population that uses health services
- take into account the need to address disparities in health outcomes
- recognise our responsibilities under the Treaty of Waitangi
- encompass a broad diversity of the Northland population, health sector and whole of community multiplicities
- reflect the requirements of the Northland Health Services Plan

Initially half the members of NHCC will be appointed for a one year term, and the remaining half for two years with all further appointments being for terms of two years. Members may be reappointed but for no more than three terms.

Members of the NHCC who are not employed within the public health sector shall receive an honorarium to recognise time commitments. Reasonable travel costs shall be reimbursed.

Individual membership on the NHCC may be terminated or full dissolution of the NHCC may be undertaken by the CEO with 3 months' notice if performance is found to be seriously unsatisfactory.

Members who miss three (3) consecutive meetings will be deemed to have resigned unless it is due to extenuating circumstances.

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## Recruitment of Members

Membership may be sought through various methods of advertising and multimedia. Consideration will be given to ensure a broad diversity of members are appointed.

Candidates will submit an application through the NHCC URL link: <https://app.smartsheet.com/b/form?EQBCT=8dc28ac8e3be43d9b350f8c7498811d5> or by submitting a hard copy of the application via email or mail. Within 1 working week all applications are to be acknowledged.

All applications will be taken to the next NHCC meeting to gain members approval to interview.

The interviewing or decision panel will be made up of two NHCC members and one NDHB staff member. Applicants will receive an invitation to interview or be offered to be placed on a second tier volunteer consumer role database or as a co-opt member.

There will be a consistent scoring system (selection criteria template) used by the interviewing panel for the selection of new members. The Panel is to agree at the completion of the interviews who will be offered a position on the NHCC.

Letters to be sent confirming appointment to the NHCC or be offered to be placed on a second tier volunteer consumer role database or as a co-opt member.

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## Co-operative Agreements and Arrangements

The Northland Health Consumer Council may co-opt members (whether or not that member is involved in the health sector) in order to enhance consumer experience and service integration across the sector, promote equity and ensure that services are organised around the needs of people.

Co-opted members will not have voting rights and will not be entitled to membership of Northland Health Consumer Council.

## **Chair**

The Chairperson will be selected by the Consumer Council, with endorsement from the Chief Executive, for a maximum term of two years. A Deputy Chair will be elected by the NHCC.

The Chair and Deputy Chair shall be appointed for a two year term.

The Chair will meet with the CEO at least twice per year.

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## **Quorum**

A quorum will be seven members.

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## **Meetings**

Meetings will be held monthly, or more frequently at the request of the Chair. Meetings will usually be for two hours and held at an agreed time that enables members to participate.

Meetings will be open to the public, agendas and meeting minutes will be published on the NDHB website. On occasion when there are issues of confidentiality or other risks, meetings may be closed in full or part.

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## **Training**

Council members will be provided with training and support to undertake their role.

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## **Reporting**

The Council will report to the Northland DHB Executive Leadership Team via monthly meeting minutes including any recommendations.

Minutes of the monthly Council meeting and any recommendations once approved will be placed on the Northland DHB website.

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## **Minutes**

Minutes will be circulated to all members and the Chair of the NHCC, within one week of the meeting taking place.

With the exception of minutes taken during any “public excluded” section of meetings, minutes of the NHCC shall be made available to the public via the Northland DHB website.